

RD AN No. 3624 (426.2)

March 21, 2001

TO: Rural Development State Directors,
Rural Development Managers, and
Community Development Managers

ATTENTION: Rural Housing Program Directors and State Environmental Coordinators

FROM: James C. Alsop *(Signed by James C. Alsop)*
Acting Administrator
Rural Housing Service

SUBJECT: Federal Emergency Management Agency (FEMA) Form 81-93, "Standard
Flood Hazard Determination" Problem Reporting Protocol and Customer
Satisfaction Survey

PURPOSE/INTENDED OUTCOME:

The purpose of this Administrative Notice (AN) is to provide guidance and instruction to Rural Development staff on reporting problems experienced with the order and receipt of FEMA Form 81-93.

COMPARISON WITH PREVIOUS AN:

This Administrative Notice (AN) supplements RD AN 3577 (426.2) dated October 19, 2000, as it pertains to the Rural Housing Service's Single Family Housing Direct Loan and Grant programs only.

BACKGROUND:

As of October 19, 2000, RHS has contracted with Trans Union Flood Compliance Services Incorporated to provide Flood Hazard Determination Certifications through an Internet based system for all Section 502 and 504 loans, including 504 grants more than \$5000. Trans Union is

EXPIRATION DATE: March 31, 2002

FILING INSTRUCTIONS:

Preceding RD Instruction 426.2

a subcontractor for Proctor Financial Insurance Corporation (PFIC), the RHS force-place insurance contractor. The website-based process replaced the manual determinations that were researched by the field offices in the past. Procedures for accessing the web site and obtaining flood hazard determinations were issued on SPN, dated November 3, 2000, and are included in HB-1-3550, Attachment 5-D.

IMPLEMENTATION RESPONSIBILITIES:

Trans Union may be contacted at (800) 777-0382 if you experience technical difficulty in obtaining online information. However, if you are experiencing technical problems of a repetitive nature without any resolution, or if you have problems of a contractual nature, the RHS Contracting Officer's Representative (COR) for this contract should be contacted. Examples of these types of problems would be consistently incorrect flood zone determinations; consistently poor turnaround time; lack of timely problem resolution, etc.

The COR for this contract is Tom Morris, who may be reached at 314-206-2503, or email tom.morris@stl.rural.usda.gov. The COR should only be contacted after you have attempted to resolve any technical problems with Trans Union.

In order to provide the best customer service possible, Proctor Financial has offered to perform a "Customer Satisfaction Survey" regarding the new loan flood zone determination process. RHS offices will be selected randomly. Honest and frank responses are encouraged. If you receive one of these surveys, please respond as quickly as possible so that any corrective action may take place immediately.

If you have any questions pertaining to this AN, contact Tom Morris in the Centralized Servicing Center at (314) 206-2503.